

April 11, 2022

Dear Funeral Service Vendors,

We are writing to you with some important updates about the Client Special Services Unit.

Firstly, we wanted to inform you that we have moved our office location. We are pleased to be sharing space with the Bridlewood Employment and Social Services office located at Bridlewood Mall. Our mailing address is indicated in the letterhead above.

Secondly, we wanted to provide communication concerning how Client Special Services Unit, Funeral Services, will receive Proof of Deaths (POD) Certificates and to clarify the process for submitting Invoices.

We would like to ensure the process for submitting POD is separated from the submission of invoices, as such, POD Certificates should not be submitted with invoicing.

**New Process:**

*Effective immediately, all Proof of Death Certificates must be submitted via email to [TESSCSSU@toronto.ca](mailto:TESSCSSU@toronto.ca)*

Please discontinue sending these documents through fax or by Canada Post. This change is being implemented to ensure timely quality service to Toronto residents requesting the POD for managing matters related to the estate of the deceased.

The process for billing to the Accounts Payable Department has **not** changed. As a reminder, please adhere to the following requirements for submission:

- *Invoices should be emailed to both [APIInvoice@toronto.ca](mailto:APIInvoice@toronto.ca) and [Financialsupports@toronto.ca](mailto:Financialsupports@toronto.ca)*
- *Invoice and supporting voucher (i.e. Funeral Authorization (FA) and/or Burial Authorization (BA), must be submitted as one combined PDF file attachment.*
- *Each invoice must be supported by a voucher. An e-mail may contain multiple invoices.*
- *Only current invoices are to be sent to the emails provided above. If an invoice has not been paid after 30 days of submission, please contact Maria Desouza at 416-397-5830, and/or Marko Petrovski 416-392-8634. Please do not re-submit already submitted invoices.*
- *Should you require a copy or replacement voucher please speak with a representative at Client Special Services.*

We appreciate your cooperation in adhering to these processes as we continue to improve the way we deliver services.

Thank you for your ongoing commitment to dignified services for all Toronto Residents. Should you have any questions, please feel free to contact me by phone at (416) 392-2433 or by email at [Cate.Thompson@toronto.ca](mailto:Cate.Thompson@toronto.ca)

Sincerely,  
Cate Thompson,  
Manager Program Support  
Client Special Services Unit